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ABSTRACT

This collection of papers introduces the core ideas of Continuous Quality Improvement (CQI), as Total Quality Management is known in the field of higher education, and underscores its usefulness and relevance for higher education. Papers have the following titles and authors: "The Roots of the TQM Movement" (Warren Schmidt and Jerome Finnigan); "Implementing Total Quality Management: A Process of Cultural Change" (Jeffrey Heilpern and David Nadler); "Quality Gurus: The Men and Their Message" (Joseph Oberle); "The Leader's New Work: Building Learning Organizations" (Peter Senge); "Questing for the Best"; "Where Employees Are Management"; "USAA: Premium Treatment"; "Improving the Quality of White-Collar Work" (Beverly Geber); "The Welcome Heresies of Quality" (Robert Galvin); "How Ritz-Carlton Won the Baldrige Award" (Edward Watkins); "Total Quality Management in Health: Making It Work" (Curtis McLaughlin and Arnold Kaluzny); "Quality for Cities" (Joseph Sensenbrenner); "Transforming Schools through Total Quality Education" (Mike Schmoker and Richard B. Wilson); "Parallels between Deming and Innovative Learning" (Anne D. Forester); "TQM: A Time for Ideas" (Ted Marchese); "Total Quality Education?" (Charles Bonser); "A New Aim" (Maury Cotter and Daniel Seymour); "Assessment, CQI, and Faculty Culture" (Clara Lovett); "Involving Faculty in TQM" (K. Patricia Cross); "Helen, Harry, and Sue" (Daniel Seymour); "Samford University's Quality Story" (John W. Harris); "TQM on Campus: Implementing Total Quality Management in a University Setting" (L. Edwin Coate); "Bringing Total Quality Improvement into the College Classroom" (W. Lee Hansen); and "Total Quality and Academic Practice: The Idea We've Been Waiting For?" (Peter Ewell). Some papers contain references. (JDD)

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